

YOUTH SERVICES POLICY

Title: Risk Management Next Annual Review Date: 05/09/2016	Type: A. Administrative Sub Type: 1. General Number: A.1.7
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References: La. R.S. 39:1527 through 39:1549; Division of Administration's Office of Risk Management Exposure Reporting Manual; Catalog of Insurance Coverage's and Services; Procedures Manual for Insurance Requirements in Contracts, Indemnification Agreements; Insurance Information Notices; ACA Standards 2-CO-1B-11 (Administration of Correctional Agencies) and 4-JCF-6B-02 (Performance-Based Standards for Juvenile Correctional Agencies); YS Policy Nos. A.1.14 "Unusual Occurrence Reports"; A.2.48 "Driver Safety Program", A.2.49 "Worker's Compensation", A.4.1 "Contract Manual" and C.5.1 "Performance Data and Information"	
STATUS: Approved	
Approved By: <i>Mary L. Livers, Deputy Secretary</i>	Date of Approval: 05/09/2014

I. AUTHORITY:

Deputy Secretary of Youth Services (YS) as contained in La. R.S. 36:405. Deviation from this policy must be approved by the Deputy Secretary.

II. PURPOSE:

To establish procedures for providing insurance coverage and for the reporting of all accidents, property damage and injuries sustained where the state may be liable for damages.

III. APPLICABILITY:

Deputy Secretary, Assistant Secretary, Undersecretary, Chief of Operations, Deputy Assistant Secretary, Regional Directors, Facility Directors, Regional Managers, and the YS Risk Management Coordinators.

Each Unit Head is responsible for ensuring that all necessary procedures are in place to comply with the provisions of this policy.

IV. DEFINITIONS:

HR Liaison - Designated staff assigned to complete and compile incidental forms to forward to Central Office and designated Public Safety Services (PSS) staff related to accident/incidents at the unit level.

Unit Head - Deputy Secretary, Facility Directors and Regional Managers.

Unusual Occurrence Report – A document that must be completed by staff to report incidents or observations of events that may have an impact on any aspect of the agency. UOR forms shall be made available to all employees, working all areas at all times. Employees must complete and submit a UOR prior to the end of their tour of duty on the day the incident was observed or comes to the employee's attention in any way. If a UOR form is not available, the employee must use any paper available to report the pertinent information. UORs may also be submitted by email. (Refer to YS Policy No. A.1.14.)

Unit Safety Officer - Person(s) responsible for bringing all affected employees into compliance and ensuring continuing compliance with the requirements set forth by ORM.

YS Central Office - Offices of the Deputy Secretary, Assistant Secretary, Undersecretary, Chief of Operations, Deputy Assistant Secretary, Regional Directors, and their support staff.

V. POLICY:

It is the Deputy Secretary's policy that all units follow all laws, rules, policies and procedures developed by the Office of Risk Management (ORM), and all insurance information notices to preserve and protect the assets of the State of Louisiana.

VI. PROCEDURES:

A. The ORM "Exposure Reporting Manual", "Catalog of Insurance Coverage's and Services", "Procedures Manual for Insurance Requirements in Contracts and Indemnification Agreements and Insurance Information Notices", are the official promulgation of policies and procedures for all state agencies for incidents which may give rise to a claim against the state.

B. All accidents/incidents must be supported by an Unusual Occurrence Report (UOR) pursuant to YS Policy No. A.1.14.

1. Secure/Regional Staff Accident/Incidents

All accidents/incidents involving staff shall be reported immediately by the employee's supervisor on the DA2000 report to the unit Safety Officer.

The unit Safety Officer shall review the reports and forward the forms to the unit HR Liaison, who is then responsible for e-mailing the documents to PSS designated staff at: Carolyn.Hollins@la.gov and Tara.Dupre@la.gov, within 48 hours of the accident/incident.

The unit HR Liaison shall maintain an Excel spreadsheet titled "Accidents/Incidents Tracking" listing the following information at a minimum per report:

- a. Date of Incident;
- b. Name of Staff Involved;
- c. Date Reports Received from Safety Officer; and
- d. Date Reports Forwarded to PSS;

2. Central Office Accidents/Incidents

When the employee's supervisor completes the DA2000, the form shall be forwarded simultaneously to the CO designated Safety Coordinator and the PSS staff noted above.

3. Secure / Regional Contractors and Visitors Accidents/Incidents

All accidents/incidents involving contractors/visitors shall be reported immediately by the contractor/visitor on the DA3000 report and forwarded to the unit Safety Officer.

The unit Safety Officer shall review the reports and forward them to the HR Liaison who is then responsible for e-mailing the documents to the CO Administrative Program Specialist for further processing.

The CO Administrative Program Specialist shall review the DA3000 and forward the claim via email to: claimopening@FARA.com, within 48 hours of the accident/incident.

4. Central Office Contractor/Visitor Accidents/Incidents

All accidents/incidents involving contractors/visitors shall be reported immediately on the DA3000 and forwarded simultaneously to the CO Safety Officer and the CO Administrative Program Specialist for additional processing as outlined above.

5. Secure/Regional Vehicle Claims

The timeline requirement for reporting of accidents/incidents to ORM is 48 hours from the time of the incident, with the exception of weekends/holidays, which shall be reported on the next working day.

All vehicle claims shall be reported immediately to the unit Safety Officer on the DA2041 pursuant to YS Policy No. A.2.48. The unit Safety Officer shall review the paperwork and forward it to the Central Office (CO) Program Specialist within 24 hours of the accident.

The CO Program Specialist shall review the paperwork submitted and e-mail the vehicle claim(s) to the ORM designated e-mail box for vehicle accidents at: [DOA-ORM-DA2041](#). The unit Safety Officer shall also be copied on the e-mail to ORM which shall provide a receipt covering the 48-hour timeline requirement for ORM audit documentation purposes.

The CO Program Specialist shall maintain an Excel spreadsheet titled "DA2041 Tracking" listing the following information per vehicle claim:

- a. Name of the employee(s) involved;
- b. Fleet Unit Name;
- c. Date of Accident;
- d. Date Central Office was notified;
- e. Date Accident was Reported to ORM; and
- f. Central Office Reported to ORM w/in 48 Hours (Y/N).

6. Secure/Regional Property Claims

Property claims shall be processed in the same manner as described in Section VI. B.3. above, with the exception noted below.

Upon receipt of the paperwork from the unit Safety Officer, the CO Program Specialist shall review the paperwork and e-mail the property claim(s) to the FARA designated e-mail box for property claims at: claimopening@FARA.com.

A tracking log is not maintained by the CO Program Specialist for property claims; however, follow-up on the status of all property claims shall be maintained on file for each incident reported.

7. Central Office Vehicle / Property Claims

All Central Office Vehicle and Property Claims are submitted directly to the CO Administrative Program Specialist to ensure the 48 hour timeline for reporting by ORM/FARA is met.

C. Forms / Documentation

1. The DA2000/DA3000 forms may be accessed on ORM's website at: <http://doa.louisiana.gov/orm/lpforms.htm>. The report shall include the following:
 - a. Information on the individual injured;
 - b. A description of the incident/accident (bodily injury vs. property damage);
 - c. A statement of what caused or might have caused the incident /accident; and
 - d. Any corrective action that has been taken or that should be taken to prevent recurrence.
2. The unit Safety Officer shall maintain all accident/incident DA2000 and/or DA3000 forms on file at the unit level for review by the ORM Loss Prevention Unit.
3. PSS shall be responsible for the on-line reporting of all DA 1973/LDOL-OWC-1007 (the E-1 First Report of Injury) forms to the appropriate ORM Claims Unit within five (5) working days of the accident/incident, pursuant to YS Policy No. A.2.49.

- D. Contractors providing social services to YS shall also provide insurance coverage as outlined in YS Policy No. A.4.1.
- E. The Undersecretary has overall supervision for ORM claims, and shall ensure applicable laws and policies are complied with through proper procedures and thorough investigation of all incidents which may give rise to a claim against the state.